

# 10 Year Commercial Warranty

This warranty relates to Embelton's engineered timber, bamboo and laminate flooring ranges.

## Warranty Provider

GP Embelton & Co Pty Ltd  
147-149 Bakers Road (PO Box 207),  
Coburg VIC 3058 Australia  
T: +61 3 9353 4811  
E: gpevic@embelton.com

## About this warranty

The benefits to the consumer under the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

All expenses related to warranty claims are the responsibility of the consumer making the warranty claim.

The original purchaser of Embelton flooring in Australia is offered the following warranties, effective for purchases made after 1st June 2010.

Please note this product is warranted for indoor use only, and is not transferrable in the event of a property sale.

### 10-Year limited surface warranty

The manufacturer warrants to the original purchaser that the top surface layer will not wear through under normal conditions of wear and tear, for a period of twenty-five years from the date of purchase.

Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective on the date of purchase.

### 10-Year structural integrity warranty

The manufacturer warrants its product in its original manufactured condition to be free from defects in material and workmanship, including dimension, lamination and assembly (may not apply to special or non-standard grade specifications, as advised at the time of sale).

## Notes

Embelton Floating Floors must be laid indoors in suitable areas. While they are tough and durable, they are not appropriate for outdoors or humid spaces such as bathrooms and saunas. As such, this warranty does not cover floors that are laid in unsuitable areas.

As a natural product, Embelton Floating Floors will continue to expand and contract during normal seasonal temperatures and humidity changes. The product, when properly installed, may experience slight expansion, contraction and separation between boards, which is normal. If minor separation does occur, it is not covered by this warranty. Expansion gaps should be installed as required.

Minor Checking is a natural occurrence in many timbers. If less than 5% of boards are affected by checking, this is regarded as a natural process and will not be covered in this warranty.

Product thought to be defective by the installer should be returned to

your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance-related claims, relating to features visible at purchase, once the products are installed.

If a flooring product from Embelton should fail to meet the Terms of the Warranty, G P Embelton & Co. Pty Ltd and the manufacturer, at its option, will either supply a replacement product from the current range, parts to repair or replace the defective product, or refund the purchase price of the defective product prorated over the remaining life of this limited warranty. A minimum of 10% of the total installed surface area must be affected for the warranty to apply.

This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover mouldings or accessories. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and is an exclusive remedy for claims under this warranty.

## Conditions

The manufacturer will honour claims under this warranty, only if all of the following conditions are satisfied:

- The covered person must provide proof of date of purchase, original purchase price and that he/she is the original purchaser. He/she must also demonstrate the floor is at the original installation site
- At all times between purchase and installation, the flooring must be properly stored according to installation instructions.
- This warranty applies to interior residential construction only.
- The flooring must be installed in accordance with the manufacturer's installation instructions. Relative humidity in the area of use must be maintained within a range of 30% to 70%. Room temperature of 15-30 degrees Celsius is recommended.
- Embelton Floating Floors must be maintained in accordance with the manufacturer's recommendations.
- The manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. The manufacturer must be given 60 days following notice to inspect the product to confirm any failure. Written notice should be sent to G P Embelton & Co. Pty Ltd. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.
- The warranty will be made void if unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake or standing water occur during or after installation.
- Heavy objects and furniture such as bookcases, billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking and possible failure.
- Correctly installed expansion gaps. Please see the note below regarding Embelton expansion gaps.

## The Importance of Expansion Gaps

Expansion Gaps are essential as a floating floor must be allowed to move as a “raft”. If the raft is too big for the space in which it is laid, the floor has nowhere to move, and will potentially result in cupping, peaking or gapping. Floors laid without an appropriate expansion gap will not be covered under warranty.

- Internal Expansions Gaps – any installation exceeding 8 metres (6 metres for bamboo) in width or length will require an internal expansion gap using a Z-Profile or T-moulding. If the floor is bigger than this, it will have too much weight and not be able to move as designed.
- Perimeter Expansion Gaps – should be a minimum of 10-15mm for laminate floors, and 12-15mm for timber and bamboo floors, around the perimeter of the floating floor to allow it to move naturally. Scotia and beading will adequately cover perimeter expansion gaps.
- All doorways and adjoining rooms should have expansion joints.

## Warranty exclusions

The manufacturer’s warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
- Failure to follow the manufacturer’s written floor installation instructions, including protecting the floor from subfloor moisture.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Where subfloor heating is used.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer’s original product will void any and all warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1000mm).

### Warranty Exclusion for Bamboo Flooring:

*Compared to other timber floors, moisture does not easily pass through bamboo, instead it can remain trapped within the bamboo creating the potential for minor peaking. Therefore bamboo must be floated over an underlay, preventing direct contact with a concrete slab.*

## Warranty disclaimers

The foregoing is in lieu of all other warranties expressed or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose, except as covered by Common Law. The manufacturer shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser.

This warranty gives you specific rights and you may also have other rights that may vary from State to State. It should be read in conjunction

with G P Embelton & Co. Pty Ltd’s General Terms and Conditions of Sale (available upon request).

## Maintenance Guide

Your Embelton Floating Floor is designed with low maintenance in mind. Follow these simple steps to achieve many years of enjoyment from your floor.

### Preventative Care Tips

- In areas of excessive traffic and wear, please make use of runners or area rugs.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances. Do not use rubber-based furniture or mats as the rubber may leach into the floor.
- Spiked heels or shoes in need of repair can severely damage your floor.
- Keep animal nails trimmed to prevent excess scratching.
- Protect your floor by using a dolly for moving furniture or appliances. Try not to slide or roll across the floor.
- Maintain relative humidity levels between 30% and 70% (**particularly important for Bamboo Flooring, see additional note below**)
- All doorways and adjoining rooms should have expansion joints.

### Regular Maintenance Tips

- Sweep or vacuum as often as necessary to remove any loose dirt or grit before it can scratch the floor.
- Use a slightly damp mop only – avoid excessive amounts of water. Steam mops must not be used.
- Oil soaps, wax, liquid or other household products may affect your coating and should be avoided.

### Restoration – Sanding and Re-coating

Some floating floors can be sanded and re-coated with a polyurethane or water-based coating to restore the appearance of the floor. Please consult your dealer or a flooring contractor for advice. Sanding and re-coating of any Embelton Floating Floor should only ever be carried out by a professional flooring contractor.

It is essential that Embelton Flooring is contacted prior to any sanding or re-coating process.

#### Laminate

Laminate flooring is not a natural product, and cannot be sanded and re-coated under any circumstances.

#### Bamboo

Bamboo can be re-coated after a number of years to restore its original finish, although please note that re-sanding is not encouraged.

#### Engineered Timber Veneer (<1mm veneer)

Not recommended for sanding and re-coating as the veneer is very thin, however the product can withstand a very light sanding for re-coating.

### Engineered Timber (3-4mm veneer)

Engineered Timber can be sanded a re-coated a maximum of 2-3 times.

## Repair

### Damaged Boards

If part of your Embelton Floating Floor gets damaged, it can be replaced. Flooring can be unclicked and re-laid with new boards of the same colour and style (please note this is not possible with floating floors which are stuck directly to surface below).

### Repairing Scratches

Embelton recommends the following repair accessories:

- For darker timbers, we recommend **Gilly Stephenson's Scratch Cover for dark wood floors**
- For lighter timbers, we recommend **Gilly Stephenson's Orange Oil for pale wood floors**
- Alternatively, consult your dealer for a colour matched crayon-type filler stick, designed for use on UV-finished wood floors
- Lightly applied nail polish remover will also remove most stains.

**Please contact Embelton Flooring prior to any major rectification.**

## Bamboo Flooring - Maintaining Relative Humidity in the Internal Environment:

To prevent shrinkage in bamboo floors during hot weather, which can affect the floor's visual appearance, consider the useful tips below to help maintain relative humidity between 30-70%.

1. Use an atomiser (mist spray) at regular intervals during the day.
2. Fill a vase or sink with water when leaving your home for an extended period of time.
3. Keep blinds and curtains closed where possible.